

ALABAMA-MISSISSIPPI TELECOMMUNICATIONS ASSOCIATION

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June 26, 2006

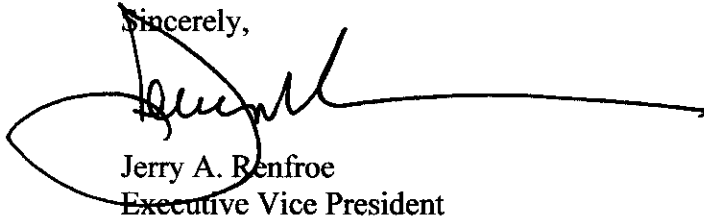
Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

RE: Services for Individuals with Hearing and Speech
Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

Please find enclosed four (4) copies of the Alabama Dual
Party Relay Annual Complaint Log, as well as 1 disk.
Please feel free to call me with any questions 334/265-
1660.

Sincerely,



Jerry A. Renfroe
Executive Vice President

10 of 15 records

0+3

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/10/06	A TTY customer called to complain that the CA did not type everything said when calling a restaurant. Customer said she verified the conversation with the restaurant staff who said it was not accurate. Apologized. No follow-up requested.	01/10/06	CA was coached that everything is verbatim and if she runs into problems to get a supervisor
01/10/06	A TTY customer called to complain that the CA did not type everything said when calling a restaurant. Customer said she verified the conversation with the restaurant staff who said it was not accurate. Apologized. No follow-up requested.	01/10/06	Spoke to the CA about the importance of typing verbatim. The CA understands that it is not her job to paraphrase or to alter the conversation in any form or fashion. The agent was reminded of the consequences of tampering with calls.
01/20/06	Customer states that this agent did not follow the instructions to hang up on a very long call when the customer asked them to.	01/20/06	CA did not remember call. Agent demonstrated proper procedure for following customer instructions when told to hang up. no call back requested
01/21/06	A TTY user states CA did not follow the instructions to hang up when they typed sksk. Customer Service apologized to the customer. Customer would like follow up.	01/21/06	The agent said that the TTY user only typed SKSK and the outbound person kept talking. CA followed correct procedure. I called the customer back and explained that the agents are only able to disconnect when a "disconnect" is received from either the calling or called person. Agents are not able to disconnect with an SKSK. The customer said she wasn't aware of that and appreciated the information.
02/10/06	Customer gave number to CA but the agent didn't dial out. When customer asked what was going on, agent did not respond. Told customer CS would pass along complaint.	02/10/06	CA did not remember the call - could have been an ASCII call. Informed the opr that if there are any technical problems on any call to call a supervisor over to assist and to document.
03/16/06	VCO customer has complained that when people try to leave messages for her there are fax machine sounds and messages can not be left. She said she has spoken to CS about this and also the AL account manager. She was told she needs to modify her machine to make this problem stop, she wants to know how it is done so she can tell BellSouth who is coming to her house on Monday. Customer also complained that caller ID has been lost on several people who call her. She previously talked to CS and it was fixed for a while but the caller IDs have been lost again. Would like this resolved. She would like to be called back by CS.	03/16/06	Customer Service rep assigning this to the account manager for the state of Alabama. AM met with customer on 3/22/06 to test her TTY and made a relay call to see if the customer still hear the fax machine tone. AM went and check on her laptop. She shares same phone line by using laptop. AM advised her to contact Bell South. AM set up the auto answering machine for the customer. Complaint closed
03/16/06	A customer called for the second time within a month to complain that she has been billed again by Sprint for her LD calls. Her LD carrier shows clearly in the database as Bell South. She was credited last month for the error and has sent in another bill again, since they are still billing to Sprint. Apologized. Verified COC in database.	03/16/06	Customer account information was not configured correctly in both orb databases. The problem was corrected.
03/23/06	AL TTY user complains each time she talks with her sister the conversation garbles and CA asks for a repeat. Apologized for the problem, explained I will submit a request for the technicians to check this. Entered TT 1371383 No contact wanted.	03/23/06	The Center Manager spoke with the CA and She did not remember the call. Center Manager will watch and see if this continue to happen.
04/12/06	AL Voice caller complains agents don't know how to bill her calls correctly and she gets Sprint bills. Apologized, checked database, verified carrier of choice in place, offered to credit Sprint charges. Entered TT 1485730 Customer did not request contact.	04/12/06	Customer didn't want any further assistance from Acct Manager. Customer Service Supervisor received the copy of the customer phone bill statement. 4/13/06. Customer has Bellsouth unlimited LD service. Customer service rep offered Customer to credit sprint charges.
04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06.	04/20/06	The problem was resolved at 1:52 PM by CapTel technical support. The customer was satisfied. Complaint closed.
04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06.	04/20/06	The problem was resolved at 1:52 PM by CapTel technical support. The customer was pleased. Complaint closed
04/26/06	An AL TTY user called to complain that the agent did not type all of a recording and caller had asked Ca to type the recording. Apologized for the problem Customer did not request follow up.	04/26/06	Operator was spoken to about the importance of typing all recordings verbatim. Record feature caused recording to skip - operator typed (recording skipped), therefore couldn't get all of recording. Coached CA to redial and get as much as possible to follow customer instructions. CA will comply.

05/10/06	Daughter reported Agent failed to dial number given and send correct info to customer. No data printed on screen, agent hung up on customer (outbound).	05/10/06	3 unsuccessful attempts were made to contact customer to further investigate this situation. 5/15/06 @ 8:45am, 5/16/06 @ 12:15 pm, and 6/2/06 @ 3:00 pm. Received only fax tones on all attempts. Closing ticket due to inability to reach customer.
05/13/06	Caller stated agent was rude. Call was from TTY to Dr. Office (person that complained was mother of TTY user, Nurse at Dr. Office called her at work to let her know of problem with CA. Dr. office asked CA can u hold, CA said Ma'am you must speak directly to the party...over and over. Said he was yelling at nurse to direct her conversation to the tty not him. Was interrupting party, would not let nurse finish speaking at all. Kept saying ma'am, ma'am. No follow up requested.	05/18/06	Coached CA on proper communication with customers and procedures for stopping OB from talking while TTY user is typing.
05/16/06	A customer called to complain that the agent did not type the name of the business when the phone was answered, but instead just typed in the extension given. Apologized for inconvenience. No follow-up requested.	05/16/06	5/20/06 TL met with agent. CA remembered this call and had called a supervisor over during the call to verify that she was handling the call correctly. Supervisor did confirm that agent was processing the call correctly.
05/16/06	TTY customer reports agent did not type name of business agent only typed (recording playing) customer needs to know the company name reached and asks how they are supposed to know who they reached customer reports this problem happens often (apologized for problem encountered advised complaint would be entered and forwarded to management) Customer did not request contact	05/28/06	Supervisor met with agent to discuss verbatim and proper call handling procedures. CA understands.
06/06/05	Outbound hung up in middle of call. Agent informed customer outbound hung up. Customer angry and thinks relay hung up on outbound. Supervisor informed customer relay did not hang up and customer said that it did not matter; the operator should be fired. No call back needed.	06/06/05	The outbound hung up. CA sent appropriate macro informing inbound TTY customer that the party hung up. Not agent error.
06/23/05	A voice customer called to complain that when her children called their deaf grandmother, the agent was "being smart" to them, and cussing. She said the CA assumed the children were playing on the phone, but they were not. Apologized to customer. Customer requests follow-up at above number.	06/23/05	Supervisor assisted on call and the inbound voice requested supervisor. When supervisor came on the line the voice person asked personal questions. Supervisor attempted 3 times, asking customer if assistance was needed. Customer continued with personal conversation. Supervisor attempted to dial number give for follow up and reached a recording stating number was "not in service for incoming calls"
06/28/05	CA didn't type out recording and didn't get live person and typed (missed recording.) Thanked customer. Informed customer agent followed procedures. No call back needed.	06/28/05	At beginning of call customer typed dial number and get customer service. Agent followed procedures and did not type recording; instead kept customer informed by typing (entering info). CA did type "Your call is important to us please hold for next available agent." CA missed part of message and kept caller informed by typing (missed recording). Not agent error.
07/02/05	AL TTY customer states CA 6069F did not relay the entire conversation. Customer said the pharmacy always gives full answers but the ca don't type hardly anything back. CA was only typing 2 words sentences. Customer Service apologized to the customer and assured him this would be forwarded to the appropriate supervisor, and the agent would be coached. Customer does not want a follow up.	07/09/05	CA did not remember call. Coached agent on proper procedures.
07/13/05	Customer gave agent number to call 3 times and each time no response from Ca. CA kept asking for number calling to. Customer asked for supervisor and agent hung up. Apologized for inconvenience. No follow up needed.	07/13/05	CA coached on proper procedure.
07/20/05	Caller unable to complete LD call from Alabama (251) area code to Louisiana (225) area code. C.S. Response: Apologized to caller for the problem and opened TT # ID182398. Follow up if necessary for problem resolution.	07/20/05	AM called customer on 7/25, twice on 7/27 and received no response. AM unable to follow up at this point.
07/24/05	Customer doesn't like the TTY greeting used by AL Relay. Does not want "Nbr u r calling to pls" included in greeting macro. Apologized for inconvenience caused and said would pass comments on to management. Would like call from account manager regarding outcome. Call only after 5 pm as not available before that time.	07/24/05	No CA error. Passed comments on to account manager as told customer.
08/02/05	Customer reported Disconnect/Reconnect during calls	08/02/05	Sent customer correspondence explaining difference between CapTel and regular phone and providing suggestions for alleviation of disconnection/reconnections. Also advised customer to contact telephone company.

08/04/05	A voice customer says her VCO mother receives a lot of garbling when she calls or receives calls from her own number. She says her mother does not have this problem with other people's numbers. This has been going on for about two to three months. Apologized for inconvenience.	08/04/05	AM called xxx-xxx-xxxx 8/6 and 8/7/06. No answers.
08/29/05	Agent did not type clearly. Lots of x's with typos. Thanked customer for info, said would forward to appropriate supervisor. Customer would like a call back at number given.	08/29/05	Met with operator. CA followed procedures. On relay screen it was clear. There were no x or o on relay end. CA did ask for supervisor came over and did everything on our end to see if it was clear for the tty users but they could not understand. Procedures were followed. Contacted customer several times but no success in reaching the customer. Contacted customer on 8/31, 9/, 9/12, and 10/5. The recording said the number is no longer in service.
08/30/05	Inability for CapTel unit to reach data toll free #	08/30/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware of the problem.
08/30/05	Inability for CapTel unit to reach data toll free #	08/30/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware of the problem.
09/01/05	Voice caller complained that She received TTY tone and it got disconncted. She requested to have the voice branding before.	09/01/05	Customer 's database was corrected by switching from TTY to voice branding.
09/15/05	AL TTY user unable to connect on 711 or the AL Toll free TTY # to reach relay. Apologized explaining he may need to contact local phone company to implement 711 dialing. Let him know I will ask relay technicians to research. Enteed TT 443074 Customer does want contact with resolution.	09/15/05	It was due to the hurricane Katrina diaster and problem with Bellsouth system. Bell South need to update the call routing to make 711/800 worked. Problem was solved and cleared by Bellsouth eventually.
09/15/05	TTY customer unable to call through 711 or 1 800 548 2546. Customer called through video relay to reach us. Apologized, TT ID 443293. Follow-up requested.	09/15/05	Due to the Katrina hurricane. The Local Company needs to restore the routing to make 711/800 worked. AM followed up with the Local Company and the problem was solved. Customer was pleased to know that Relay service was up and running.
09/21/05	Customer reported that all day today when placing AL Relay call to a number she keeps getting the recording, "the party you are dialing does not accept undisclosed numbers, pls unblock your number and try the call again." The number dialing to does not have privacy manager and she is not blocking her number from transmitting. Customer Service Response:	09/21/05	It was due to the hurricane Katrina and problem with Bellsouth system. Bell South need to update the call routing to make 711/800 worked. The customer was instructed to contact BellSouth to restore the 711/800 service. Technical support made adjustments to eliminate the problem
09/27/05	VCO customer unable to call his daughter for past week recording heard "does not accept unidentified calls" customer states his daughter does not have Privacy Mangager feature on her phone calls were successful until past week (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 492230 Customer request contact to his wife (V)	09/27/05	AL Acct manger called at xxx-xxx-xxxx Sept 27 4 pm and Sept 28 at 10 10 and 11 am CST - both times left messages on their answering machine. No answer.
11/07/05	Customer stated that agent 3546M told her there was no translation for Spanish to English, English to Spanish, etc., when the customer called the dedicated Spanish number for Alabama. The CA told the customer it was against FCC regulations that prevented him from relaying and translating. The call was not offered to be transfered but the customer states that she did call the dedicated Spanish number.	11/07/05	CA ID invalid. Contact customer and left voice mail and asked her to contact CS if she had any additional concerns.

12/20/05	Customer states the CA failed to type the entire message on the recording. Apologized. No follow up.	12/20/05	Spoke to the CA about the importance of typing all relay calls verbatim. Emphasized that this even included recordings and answering machines. The agent understands that they are to type everything verbatim and to let the customer know when they are not able to understand something on a recording rather than just paraphrasing the recording.
12/20/05	Customer states the CA failed to type the entire message on the recording. Apologized. No follow up.	12/20/05	Supervisor met with CA who stated if the entire message wasn't typed it would have been because she didn't understand the message and in that case she would have typed "missed part of message" to let customer know. Agent stated she wouldn't just purposely NOT type the entire message. Agent demonstrated knowledge of typing recordings. No follow-up requested.
12/20/05	Customer states the CA failed to type the entire message on the recording. Apologized. No follow up.	12/20/05	Supervisor met with CA and CA explained she wouldn't just purposely NOT type the entire message. CA demonstrated knowledge of typing recordings. No F/U requested.
12/20/05	Customer states the CA failed to type the entire message on the recording. Apologized. No follow up.	12/20/05	CA ID not found at Lemoore Center. Can't follow up with CA.
12/21/05	Customer states Relay is not sending CID information. Apologized. TT 907527 Follow up requested.	12/21/05	Technician worked with AM and Customer by having the test call 9/15/05. There was a problem with Caller ID. The customer record and database were corrected. Customer informed AM that Caller ID was working. Customer was satisfied.
12/28/05	AL VCO user complains she can't tell if it's her doctor or the hospital or who calling her as CID does not work when callers use relay but all direct calls show fine without relay. Apoloized, explaining CS would let the technicians know the problem. Entered TT 939096 Customer does want contact with resolution from account Manager.	12/28/05	Technicians had several test call with customer with AM. The caller ID at that point was working fine. AM helped customer reset the auto answer function of the TTY..

DOCKET NO. 03-123

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